

Notice of References Cited	Application/Control No. 09/604,199	Applicant(s)/Patent Under Reexamination JOYCE ET AL.	
	Examiner LaShonda T. Jacobs	Art Unit 2157	Page 1 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-6,493,695	12-2002	Pickering et al.	706/47
*	B	US-5,926,539	07-1999	Shtivelman, Yuri	379/266.01
*	C	US-6,389,132	05-2002	Price, Robert Barron	379/265.01
*	D	US-6,442,592	08-2002	Alumbaugh et al.	709/206
*	E	US-6,539,419	03-2003	Beck et al.	709/204
*	F	US-5,311,574	05-1994	Livanos, Konstantin	379/209.01
*	G	US-5,918,226	06-1999	Tarumi et al.	707/10
*	H	US-5,905,493	05-1999	Belzer et al.	345/835
*	I	US-5,848,393	12-1998	Goodridge et al.	705/8
*	J	US-5,799,297	08-1998	Goodridge et al.	707/1
*	K	US-5,734,837	03-1998	Flores et al.	705/7
*	L	US-5,664,129	09-1997	Futatsugi et al.	345/763
*	M	US-5,623,541	04-1997	Boyle et al.	379/221.15

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
*	U	Switching Applications/Local Services: Packaging Digital Centrex with CTI, February 3, 200, 1 page, http://www.lucent-sas.com/switching/softapps/local/cti.shtml .
*	V	Aspect Communications Adds Affordable, Full Function ACD for Small to Medium Customer Contact Centers and Regional Offices, August 23, 1999, 3 pages, http://aspect.com/news/PR_99/pr082399b.htm .
*	W	Aspect Customer Relationship Portal, 1999, 4 pages
*	X	The Aspect customer Relationship Portal, February 3, 2000, 1 page, http://www.aspect.com/products/portal.com

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.

Notice of References Cited	Application/Control No. 09/604,199		Applicant(s)/Patent Under Reexamination JOYCE ET AL.	
	Examiner LaShonda T. Jacobs		Art Unit 2157	Page 2 of 2

U.S. PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
*	A	US-5,546,455	08-1996	Joyce et al.	379/265.03
*	B	US-5,301,320	04-1994	McAtee et al.	705/9
*	C	US-6,366,575	04-2002	Barkan et al.	370/352
*	D	US-6,128,380	10-2000	Shaffer et al.	379/265.01
*	E	US-6,681,010	01-2004	Anderson et al.	379/265.11
*	F	US-5,621,789	04-1997	McCalmont et al.	379/265.06
*	G	US-6,771,764	08-2004	Dezonno, Anthony J.	379/265.02
	H	US-			
	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

FOREIGN PATENT DOCUMENTS

*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Country	Name	Classification
	N					
	O					
	P					
	Q					
	R					
	S					
	T					

NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
*	U	Aspect Customer Relationship Portal, CTI Spotlight, Vol. 4, No. 11, November 1999, 2 pages, http://www.aspect.com/news/choice_award/995983.htm .
*	V	Extensible Markup Language (XML) 1.0, WC3 Recommendation, 10 February 1998, 18 pages, http://www.w3.org/Tr/REC-xml .
*	W	Jay Greenspan, webmonkey/authoring/Introduction to XML, February 3, 2000, 1994-2000 Wired Digital, Inc., 10 pages, http://hotwired.lycos.com/webmonkey/templates/print_template.html?meta=webmonkey/98/41/ .
	X	

*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.